

Trauma-Informed Care: Parallel Values

<i>TIC Values</i>	<i>Organizational Leadership</i>	<i>Staff</i>
Value: Safety	Leadership encourages staff to create wellness plans that protect against vicarious trauma and compassion fatigue.	Staff encourages and assists clients in creating wellness plans that protect against crisis & relapse.
	Leadership leads in making the physical environment a sanctuary for everyone who enters.	Staff creates a welcoming and inviting space for clients to relax, be comfortable, and engage in services.
Value: Trustworthiness	Leadership is committed to the well-being and success of its employees.	Staff is committed to the well-being and success of the clients.
	Leadership is respectful, clear and consistent with expectations and interactions with staff.	Staff is respectful, clear and consistent with expectations and interactions with clients.
	Leadership speaks about staff with respect and acceptance.	Staff speaks about clients with respect and acceptance.
Value: Choice	Leadership involves staff and client representatives in organization planning and evaluation.	Staff includes clients in designing and improving services by using tools such as satisfaction surveys & consumer advisory boards.
	Leadership works with staff to develop career goals and promotes opportunities for job development.	Staff works with clients to develop individualized recovery plans that promote opportunities for personal development.
Value: Collaboration	There are systematic ways for staff to give feedback to leadership regarding how TIC values (i.e., safety, trustworthiness, choice, collaboration and empowerment) are and are not being practiced.	There are systematic ways for clients to give feedback to staff regarding TIC values (i.e., safety, trustworthiness, choice, collaboration and empowerment).
Value: Empowerment	The organization provides resources & training necessary to implement TIC.	Staff provides referrals, resources and opportunities for skill-building to promote client's recovery.
	Leadership supports the time commitment necessary for staff to make changes in long-held habits and coping strategies.	Staff supports the time commitment necessary for clients to make changes in long-held habits and coping strategies.
	The organization recognizes when staff do good work.	Staff recognizes clients' strengths and success.
	The organization validates and addresses policy and other barriers that may impede TIC implementation.	Staff validates and addresses barriers that the client has identified to achieving recovery goals.

TIC 'values' identified by Falloot and Harris, Community Connections

